## 71-14-Program Management

Fund/Agency: 001/71	Health Departme	nt	
Personnel Services	\$384,837		
Operating Expenses	\$716,597		
Recovered Costs	\$0	CAPS Percentage of Agency Total	
Capital Equipment	\$4,000		
Total CAPS Cost:	\$1,105,434	3.0%	
Federal Revenue	\$0		
State Revenue	\$79,313		
User Fee Revenue	\$344,649		
Other Revenue	\$6,843		
Total Revenue:	\$430,805	97.0%	
Net CAPS Cost:	\$674,629		
		■ Program Management □ All Other Agency CAPS	
Positions/SYE involved in the delivery of this CAPS	6/6		

### **▶** CAPS Summary

Development of public/private partnerships, regional collaborative efforts and oversight of State Virginia Department of Health/Fairfax County contracts are increasingly becoming key components of overall administration within the agency.

Over the past several years, efforts have included procurement of OB/GYN physicians to enhance quality of prenatal care, redesign of Patient Care Services delivery models in the field, clinic, and specialty settings, contracting out of radiology interpretations for tuberculosis services, and initiation of a Total Quality Improvement Program. These efforts have focused on friendly, flexible, accessible/responsive, and high quality values for our customers.

# Health Department

Partnerships involved with Northern Virginia Family Services, Reston Interfaith, United Community Ministries, Adult Detention Center, and Department of Family Services have produced new or expanded services to families/individuals in need. The Community Access Program (CAP) grant from Health and Human Services—Health Resources and Services Administration (HHS-HRSA) awarded jointly to the County and Inova Health Systems, has created additional community-based partnerships, all working toward the common goal of improving access to health care for low-income, uninsured individuals/families.

In FY 2000-2001, the agency was selected for review by the HHS Office of Civil Rights for compliance with Title VI of the Civil Rights in relation to services to persons of Limited English Proficiency. The challenges resulting from this review have been many and complex with the impact primarily in Patient Care Services. It is anticipated that all staff will be trained, interpreters certified as proficient medical interpreters and patient materials translated into the top five languages (Spanish, Korean, Vietnamese, Farce, and Urda) spoken by our clients by mid FY 2002. This will then become an integral part of staff orientation/training and annual program review/evaluation.

#### Method of Service Provision

Regular visits are made to the eleven sites providing Patient Care Services to hear concerns, issues, and suggestions regarding Patient Care Services.

Ongoing participation on committees, task forces, and meetings with partners, collaborators, and community group is essential to maintaining relationships and creating new opportunities for collaborative efforts.

The Health Department serves as the lead agency for the County in the project administration of the Community Access Program (CAP) Grant with Inova Health Systems.

#### Performance/Workload Related Data

Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate	FY 2002 Estimate
Walk-in clinic visits	50,565	56,882	63,560	80,000	82,000
Patient wait time	30 min	16 min	18 min	15 min	15 min

# Health Department

## **▶** User Fee Information

Subobject Code	Fee Title		FY 2002 ABP Fee Total			
0668	Fees – Admin		\$5,346			
Current Fee Maximum Allowable		Fee Amount				
\$.50 per page		\$.50 per page				
Purpose of Fee:	Purpose of Fee:					
These are fees for	These are fees for copying medical records.					
Levy			Year Fee Was			
Authority	Requirements to Change the Fee		Last Adjusted			
Health	None. Periodic review of copying fees is conducted by		1998			
Department	the Health Department.					
Other Remarks: \$.50/page is charged for copying.						

Subobject			FY 2002 ABP		
Code	Fee Title		Fee Total		
0660	Vital Statistics		\$339,303		
	Current Fee Maximum Allowable Fee Amou		Fee Amount		
\$8.00		\$8.00			
Purpose of Fee:					
These are fees for death certificates.					
Levy			Year Fee Was		
Authority	Requirements to Change the Fee		Last Adjusted		
State Board of	As determined by Board of Health		1999		
Health	_				
Other Remarks:					